



**Code: 0603**

Family: Information Technology

Service: Administrative

Group: Clerical, Accounting, and General Office

Series: Information Technology

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## **CLASS TITLE: ASSISTANT DIRECTOR OF INFORMATION SYSTEMS**

### **CHARACTERISTICS OF THE CLASS**

Under direction, assists in managing a City department's computer systems including the design, development, installation, operation, and maintenance of its hardware, software, and communications networks, and performs related duties as required

### **ESSENTIAL DUTIES**

- Assists in directing staff in the analysis of business practices and operations of a City department and the development of computer systems to automate operations and improve information processing
- Works with departmental managers to re-design organization operations and apply information technology solutions to identified business needs
- Provides guidance in the planning, design, and maintenance of networks to support information systems
- Supervises staff responsible for monitoring and maintaining the operations of local and wide area network (LAN/WAN) systems
- Assists in supervising the development and modification of user and operating systems applications
- Supervises the installation of computer hardware and software including the provision of training and technical support to users
- Assists in assuring the quality, functionality, connectivity, and compatibility of the department's computer software and hardware equipment
- Supervises personnel responsible for overseeing information technology support
- Works with systems consultants in the development, installation, and modification of computer systems
- Assists in preparing the annual budget for the purchase and maintenance of hardware, software, and related supplies for the department, as required
- Assists in overseeing the development, enhancement, and installation of Web applications for the City Intranet and the Internet, as required
- Participates in the review of information technology (IT) specifications detailed in new requests for proposals and contracts, as required

**NOTE:** *The list of essential duties is not intended to be inclusive; there may be other duties that are essential to particular positions within the class.*

### **MINIMUM QUALIFICATIONS**

#### **Education, Training, and Experience**

- Graduation from an accredited college or university with a Bachelor's degree in Computer Sciences, Information Technology/Systems or a directly related field, plus four years of experience in data processing systems design, implementation, and management of which three years are in a supervisory role related to the responsibilities of the position, or an equivalent combination of education, training and experience, provided that the minimum degree requirement is met.

**Licensure, Certification, or Other Qualifications**

- None

**WORKING CONDITIONS**

- General office environment
- Stressful situations with imposed deadlines

**EQUIPMENT**

- Standard office equipment (e.g., telephone, printer, photocopier, fax machine, calculator)
- Personal computers and peripheral equipment (e.g., desktop computer, laptop computer, hand-held computer, computer terminals, modems, scanner)
- Client/server computer
- Micro and mini computers
- Local area/wide area communications network

**PHYSICAL REQUIREMENTS**

- No specific requirements

**KNOWLEDGE, SKILLS, ABILITIES, AND OTHER WORK REQUIREMENTS****Knowledge**

Considerable knowledge of:

- \*commercial computer systems applications and their capabilities
- \*computer systems management
- \*IT systems development practices, standards, and procedures
- \*supervisory methods, practices, and procedures

Moderate knowledge of:

- business process re-engineering principles and practices

Some knowledge of:

- \*applicable computer software packages
- \*methods, practices, and procedures for analyzing and resolving computer-related problems
- \*computer operating systems
- programming logic, data manipulation, and integrated environments
- Web design principles and technologies
- management methods, practices, and procedures

Knowledge of applicable City and department policies, procedures, rules, regulations, and ordinances

**Skills**

- \*ACTIVE LEARNING - Understand the implications of new information for both current and future problem-solving and decision-making

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- \*ACTIVE LISTENING - Give full attention to what other people are saying, take time to understand the points being made, ask questions as appropriate, and not interrupt at inappropriate times
- \*CRITICAL THINKING - Use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems
- \*MONITORING - Monitor and assess performance of one's self, other individuals, or organizations to make improvements or take corrective action
- \*COMPLEX PROBLEM SOLVING - Identify complex problems and review related information to develop and evaluate options and implement solutions
- MANAGEMENT OF MATERIAL RESOURCES - Obtain and see to the appropriate use of equipment, facilities, and materials needed to do certain work
- MANAGEMENT OF PERSONNEL RESOURCES - Motivate, develop, and direct people as they work and identify the best people for the job
- \*TIME MANAGEMENT - Manage one's own time and the time of others
- \*COORDINATION WITH OTHERS - Adjust actions in relation to others' actions
- INSTRUCTING - Teach others how to do something
- \*JUDGEMENT AND DECISION MAKING - Consider the relative costs and benefits of potential actions to choose the most appropriate one
- \*SYSTEMS ANALYSIS - Determine how a system should work and how changes in conditions, operations, and the environment will affect outcomes
- \*PROGRAMMING - Write computer programs for various purposes
- \*TROUBLESHOOTING - Determine causes of operating errors and decide what to do about it

**Abilities**

- COMPREHEND ORAL INFORMATION - Listen to and understand information and ideas presented through spoken words and sentences
- SPEAK - Communicate information and ideas in speaking so others will understand
- COMPREHEND WRITTEN INFORMATION - Read and understand information and ideas presented in writing
- WRITE - Communicate information and ideas in writing so others will understand
- RECOGNIZE PROBLEMS - Tell when something is wrong or is likely to go wrong
- REASON TO SOLVE PROBLEMS - Apply general rules to specific problems to produce answers that make sense
- MAKE SENSE OF INFORMATION - Quickly make sense of, combine, and organize information into meaningful patterns

**Other Work Requirements**

- PERSISTENCE - Persist in the face of obstacles on the job
- INITIATIVE - Demonstrate willingness to take on job challenges
- LEADERSHIP - Demonstrate willingness to lead, take charge, and offer opinions and direction
- TOLERANCE - Accept criticism and deal calmly and effectively with high stress situations
- ADAPTABILITY/FLEXIBILITY - Be open to change (positive or negative) and to considerable variety in the workplace

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- **DEPENDABILITY** - Demonstrate reliability, responsibility, and dependability and fulfill obligations
  - **ATTENTION TO DETAIL** - Pay careful attention to detail and thoroughness in completing work tasks
  - **INDEPENDENCE** - Develop own ways of doing things, guide oneself with little or no supervision, and depend mainly on oneself to get things done
  - **ANALYTICAL THINKING** - Analyze information and using logic to address work or job issues and problems
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All employees of the City of Chicago must demonstrate commitment to and compliance with applicable state and federal laws, and City ordinances and rules; the City's Ethics standards; and other City policies and procedures.

The City of Chicago will consider equivalent foreign degrees, accreditations, and credentials in evaluating qualifications.

\* May be required at entry.

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City of Chicago  
Department of Human Resources  
(Valtera Corporation)

Date: July, 2010